

# 2010 Military Health System Conference

## The MHS Innovation Investment Process (IIP) Success Stories in the Direct Care System

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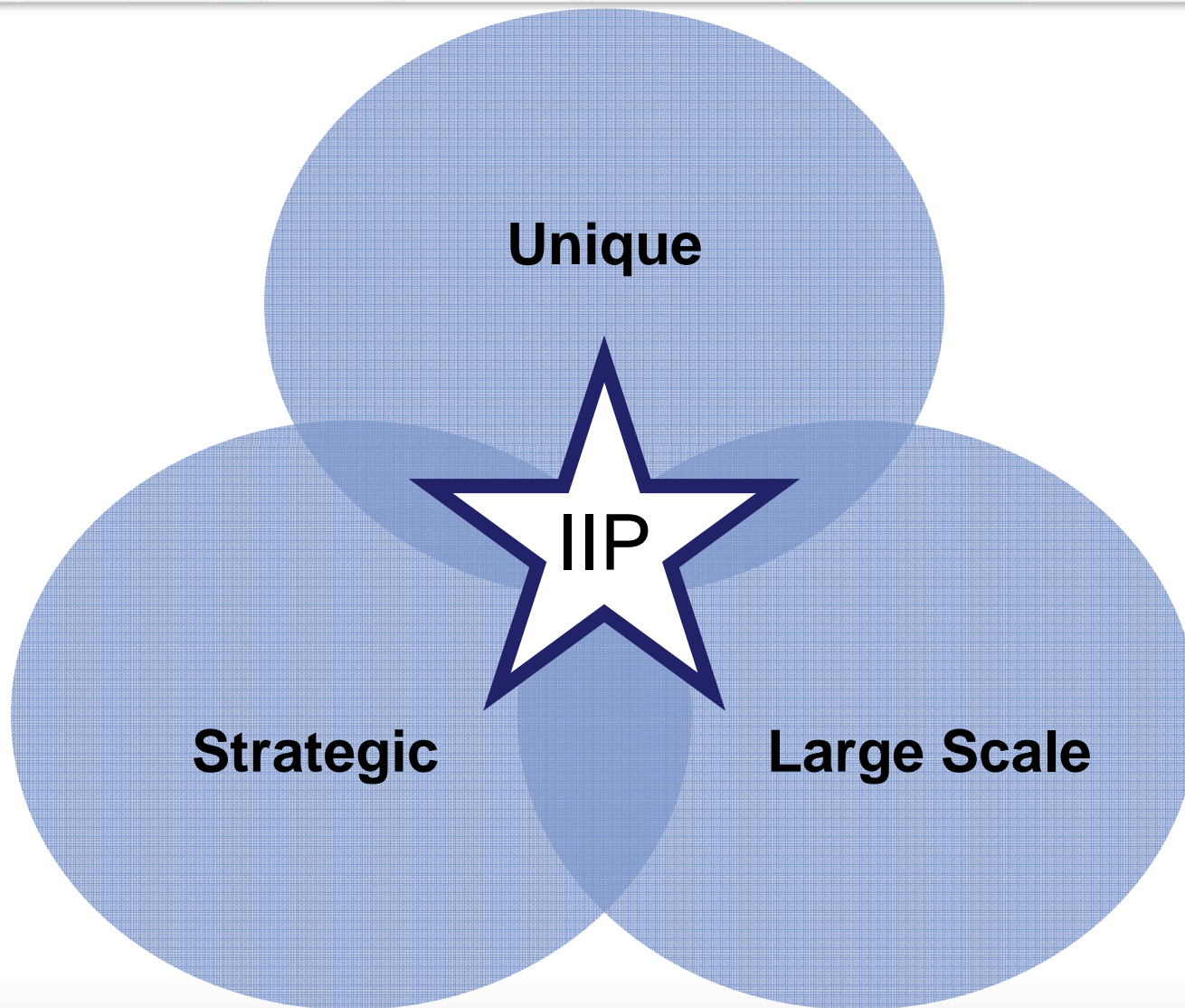
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Health Affairs (HA)

[www.health.mil/IIP](http://www.health.mil/IIP)

# Value of the IIP



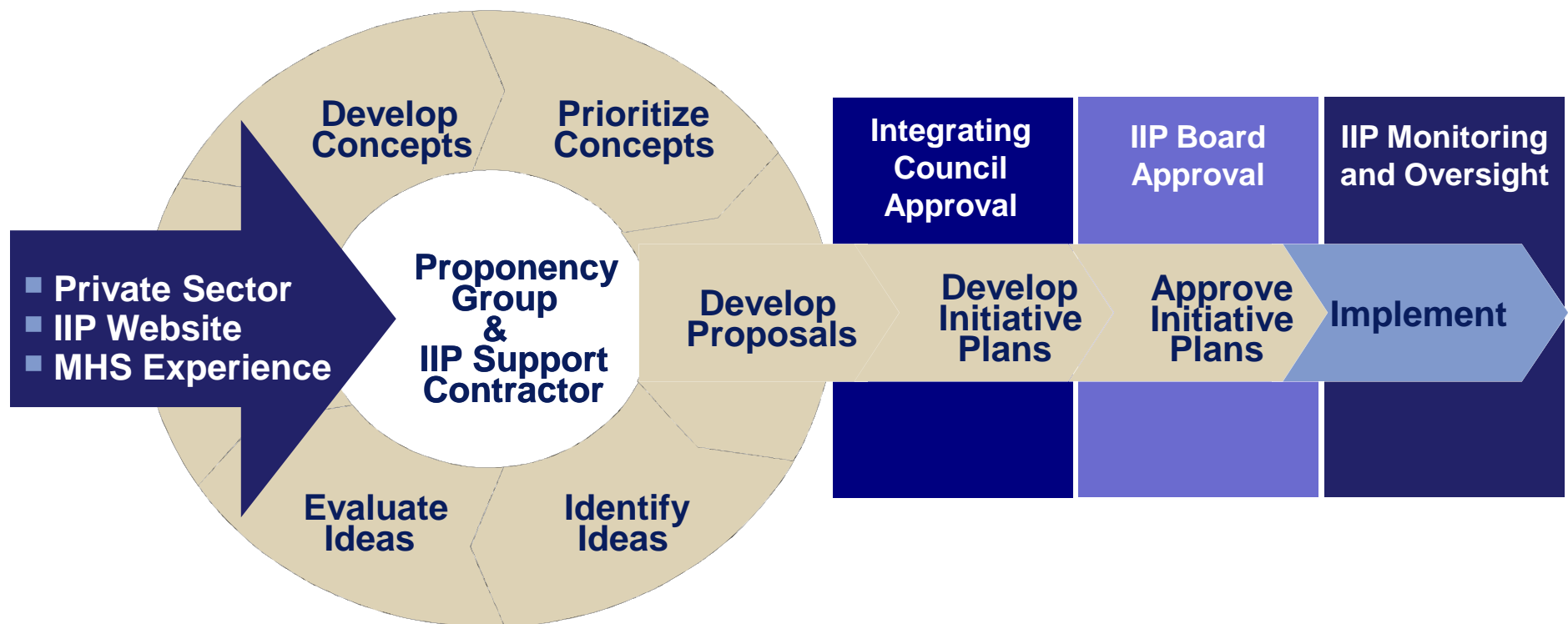
# IIP Lifecycle



## Idea Generation

## Incubation Cycle

## Strategy Formulation



# IIP Ideas



## Sources

- Services
- HA/TMA
- MHS Leadership
- Private Sector
- IIP Contractor Experience
- IIP Website

## Examples

- Pharmacy
- Access to Care
- Clinical Services
- Supply Chain
- Medical, Case and Disease Management
- Customer Service
- Telemedicine

# Innovation in Selected Initiatives



## **Anesthesia Reporting & Monitoring Device**

Represents the first time all Services will implement a medical device with a common configuration

## **Surgical Optimization and Standardization**

Develops a standardized methodology for the evaluation of surgical capacity and utilization across the Services

## **End-to-End Supply Chain**

Leverages private sector supply chain processes to improve decisions, behaviors, and operations

## **Nurse Advice Line**

Establishes a centralized clinician-staffed advice line and appointing center that improves access to care while reducing cost

# Anesthesia Recording & Monitoring Device



## Key Concepts

- Common configuration agreed to by all Services
- Medical trending and analysis
- Uniformed approach to leverage discounts
  - Procuring
  - Training
  - Fielding



# Surgical Optimization & Standardization



## Key Concepts

- Standard metrics and reporting
- Manage capacity and utilization
- Recapture purchased care

Surgical Optimization and Standardization Dashboard - Microsoft Internet Explorer

Address: http://devsahc2002:3080/sos/index.cfm

UNCLASSIFIED

### Surgical Optimization and Standardization

Displaying data for calendar year: 2009

View Calendar year: Select Year

Site	avgSR	CV	PRM	PTM	PRM:PT	PTU	pctOTFC	avgBCT	pctAO	pctCX
Target					70%	90%	< 30	< 10%	< 5%	
<b>Army</b>										
<a href="#">Brooke Army Medical Center</a>	2571	6674	944299	1234080	804221	65.17%	33.46%	48	30.52%	14.44%
<a href="#">Darnall Army Community Hospital</a>	1442	4581	434107	692160	384364	55.53%	40.11%	32	14.19%	11.60%
<a href="#">DeWitt Army Community Hospital</a>	647	1944	184423	291150	163717	56.23%	31.72%	37	9.21%	7.38%
<a href="#">Kimborough Ambulatory Care Center</a>	747	1505	138342	358560	135873	37.89%	21.71%	29	0.13%	8.83%
<a href="#">Walter Reed Army Medical Center</a>	3229	6950	1171367	1549920	1006912	64.97%	33.02%	55	19.77%	16.71%
<b>Navy</b>										
<a href="#">National Naval Medical Center</a>	2604	6096	877835	1249920	779352	62.35%	23.20%	47	19.82%	11.40%
<a href="#">Naval Medical Center Portsmouth</a>	3724	10282	1339292	1638560	1103862	67.37%	12.91%	37	11.98%	9.58%






# End-to-End Medical Supply Chain



## Key Concepts

- End-to-End standardization of medical supplies
- Streamlined purchasing
- Centralized analysis and decision support by the Defense Medical Materiel Program Office (DMMPO)

	Examples
Identical Items	
Equivalent Items	
Like Items	



# Nurse Advice Line



## Key Concepts

- Nurse triage service linked to appointing
- Shifts intensity-of-care toward self-care
- Available 24/7 to all TRICARE beneficiaries



CHCS

**CHCS Appointment Activity Tool**  
Current Path: NARMC

Other Reports  
(All Dates) By Region  
Data Source: CHCS Level 1/Standards, Level 2

COMMAND	PENDING	KEPT	FAC CARGO	PAT CARGO	NO SHOW	WALK IN	SICK CALL	TEL CALL	LWOBS	Admin	OK
NARMC	714	246,105	25,556	45,706	23,546	106,919	69	62,876	1,804	1,823	0
View Detailed 15 Days by Status for NARMC											
View Detailed 15 Days by Type for NARMC											
FACILITY	PENDING	KEPT	FAC CARGO	PAT CARGO	NO SHOW	WALK IN	SICK CALL	TEL CALL	LWOBS	Admin	OK
(0037) WALTER REED ARMY MEDICAL CENTER	181	44,204	4,868	7,438	3,029	29,835	0	13,398	180	817	1
(0061) IRELAND AHC	73	25,340	2,080	3,376	3,365	29,302	4	4,201	289	281	0
(0069) KIRKBRUGH AMBULATORY CARE CENTER	4	15,126	806	1,330	943	9,970	0	2,632	49	234	0
(0061) PATTERSON AHC	0	1,258	146	227	142	371	0	244	1	1	0
(0065) KELLER AHC	0	86	32	7	12	5,871	0	0	0	0	0
(0069) WOMACK AHC	222	45,191	4,002	6,284	4,802	22,048	17	9,804	631	329	1
(0121) McDONALD ARMY HEALTH CENTER	12	14,006	1,116	2,483	1,657	7,471	1	2,421	35	14	0
(0122) KENNER AHC	7	8,970	797	1,836	1,826	6,929	25	1,850	123	3	0
(0123) DEWITT AHC	164	22,078	2,029	3,966	1,722	9,290	0	5,643	72	86	0
(0246) MCNAB AHC	0	4	7	0	0	175	0	0	0	0	0
(0256) OLORSENZO TRICARE HEALTH CLINIC	0	3,963	364	708	413	2,856	0	647	21	0	0
(0296) ROCK ISLAND ARSENAL AHC	0	288	111	36	31	826	0	0	1	2	0
(0296) BLUE GRASS DEPOT AHC	0	0	12	0	0	283	0	0	0	0	0
(0308) KIRK AHC	0	2,841	234	669	365	3,025	0	102	6	1	0
(0309) BARGAINET ARMY HEALTH CLINIC	0	1,800	106	370	215	899	0	879	6	12	0
(0311) NATCH AHC	0	0	1	0	0	79	0	0	0	0	0

# Continuing the Call for Good Ideas



## What:

The idea should have broad application across the MHS and positive ROI

## Who:

Anyone can submit an idea

## How:

[www.health.mil/IIP](http://www.health.mil/IIP)